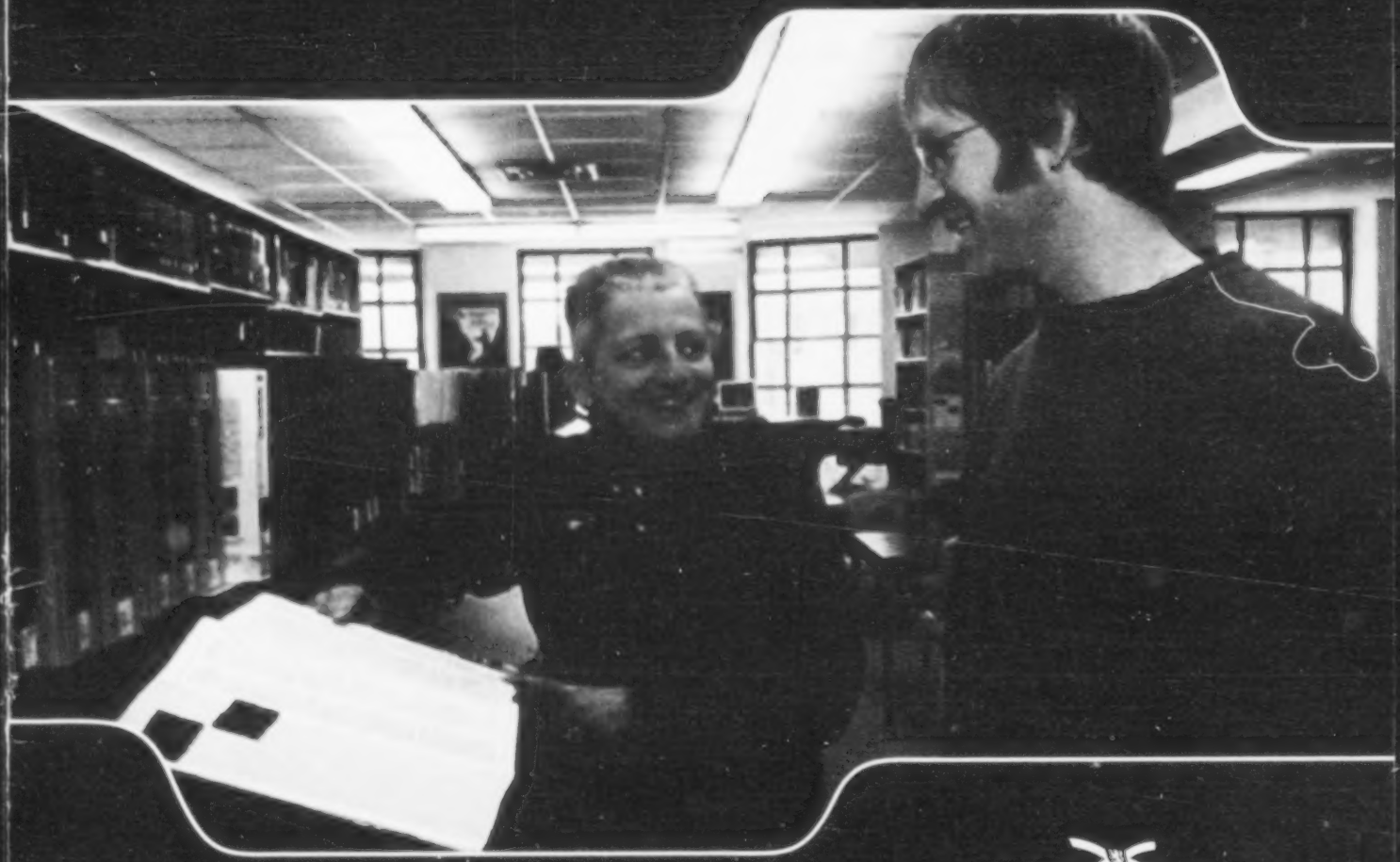
LIBRARY BOARDS ASSOCIATION OF NOVA SCOTIA

TRUSTEE HANDBOOK



SECOND EDITION

NOVA SCOTIA
Department of Education

LIBRARY BOARDS ASSOCIATION OF NOVA SCOTIA

TRUSTEE HANDBOOK

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MAY, 2004

TABLE OF CONTENTS

Introduction 1

The Public Trust 2

Code of Ethics 2

The Right to Know 3

CLA Statement of Intellectual Freedom 3

Today's Public Library 4

The Libraries Act 5

The Nova Scotia Provincial Library 5

Nova Scotia Regional Library Structure 7

Governance 8

Roles and Responsibilities 9

- Regional Library Boards 9
- Chief Librarian 11

Trustee Recruitment 12

Advocacy 12

Fundraising 14

Associations 15

- Library Boards Association of Nova Scotia 15
- Nova Scotia Library Association 15
- Atlantic Provinces Library Association 15
- Canadian Library Trustee Association 15

Library Boards Associations of Nova Scotia 16

- LBANS Honorary Membership Award 17

Appendices 19

- CLA Information and Telecommunication Access Principles 20
- CLA Statement on Internet Access 21
- Nova Scotia Policy on Public Access to the Internet 22
- CLA Code of Ethics 24
- CLA Position Statement on Corporate Sponsorship Agreements 24
- Nova Scotia Regional Libraries Provincial Sponsorship Policy 25

Bibliography of Trustee Related Publications 26

INTRODUCTION

Library trustees are the decision makers who will help shape the future pattern of library development across the country. The time you spend as a library trustee will be challenging, demanding and satisfying!

This handbook aims to present you, a public library trustee, with background information and general responsibilities to assist you in your obligation to both library users and funding sources. Much of the information contained here is not new, but gathered from and with the cooperation of many associations. Their assistance is appreciated.

Your library should provide you with the following to complete the information you will need as a trustee:

- list of trustees including occupations, address and telephone numbers
- articles establishing your regional library board
- bylaws and/or procedures for the operation of your board
- terms of reference for board committees and officers of the board
- chief librarian's job description
- an overview of the regional library system
- your library mission statement
- most recent annual reports of your regional library and the Provincial Library
- organization chart and staff list
- service policies related to membership, collections and so on
- any recent studies, such as community surveys or planning documents
- a copy of the Libraries Act and its regulations

THE PUBLIC TRUST

By agreeing to become a public library trustee, you have consented to undertake several legal and moral obligations. The moral obligations include a belief in the importance and value of libraries, and a desire to contribute to their growth and development. The legal obligations are more complex.

As a library trustee, you are trusted by your community to be responsible for your library. You represent the public interest of this and future generations in the management of that library and the services it provides. You are a creator of policy, an employer of personnel, a controller of finances, and advocate of libraries.

You are expected to take the same care in managing the library's affairs as you would your own. You must not manipulate the library's affairs to your own advantage, and you may not agree in advance to turn a decision in a particular direction. If you are negligent or in breach of your duty as a trustee, or knowingly collaborate on a breach committed by another trustee, you are liable for any loss sustained by the library as a result.

CODE OF ETHICS

Library Boards exist to develop, promote and monitor library services as a public trust. To this end, library trustees should be committed to the following principles:

1. The primary goal of public library trustees is to ensure that the public has access to the highest quality of library services possible.

2. Trustees should ensure that each person has access to the most complete library service possible and comparable with the service provided to others. Where limitations in service are unavoidable, any inherent inequality of service should favour those residents least able to obtain alternate service.

3. Library Trustees should observe ethical standards with truth, integrity, and honour.

    - Trustees should avoid situations where personal advantage or financial benefits may be gained at the expense of other library users.

    - Trustees should distinguish between their personal views and those of the institution by respecting the position of the board, even though they may disagree.

    - Trustees should respect the confidential nature of library records within the framework which allows for the monitoring of material usage and the need for public accounting.

4. Trustees should respect the established structure of the library.

    - Trustees should attempt to work harmoniously with the board and ultimately accept its will.

    - Trustees should limit their trusteeship role to policy governance and advocacy.

5. Trustees are expected to take responsibility for their personal development through continuing education opportunities and participation in provincial and national library organizations.

6. Trustees should support intellectual freedom in the selection of library material.

THE RIGHT TO KNOW

The library has traditionally preserved and maintained the history and intellectual expressions of humankind. To safeguard access to this expression, libraries adopt policies which protect our citizen's right to the "freedom to read." Trustees are often called upon to defend the library's right to carry materials some may find objectionable.

CLA STATEMENT OF INTELLECTUAL FREEDOM

(All Nova Scotia Regional Library Boards have adopted this statement.)

"All persons in Canada have the fundamental right, as embodied in the nation's Bill of Rights, and the Canadian Charter of Rights and Freedoms, to have access to all expressions of knowledge, creativity and intellectual activity and to express their thoughts publicly." This right to intellectual freedom is essential to the health and development of Canadian society. Libraries have a basic responsibility for development and maintenance of intellectual freedom.

It is the responsibility of libraries to guarantee and facilitate access to all expressions of knowledge and intellectual activity, including those which some elements of society may consider to be unconventional, unpopular or unacceptable. To this end, libraries shall acquire and make available the widest variety of materials.

It is the responsibility of libraries to guarantee the right of free expression by making all the library's public facilities and services available to all individuals and groups who need them.

Libraries should resist all efforts to limit the right of criticism by individuals and groups.

Both employees and employers in libraries have a duty in addition to their institutional responsibilities, to uphold these principals."

Adopted by the Canadian Library Association - 1974, Amended Nov. 17, 1983 and Nov. 1985.

TODAY'S PUBLIC LIBRARY

The public library promotes an open and democratic society by providing everyone with access to humanity's thoughts, ideas, actions and the expression of its creative imagination.

The public library is a concrete example of our society's belief in the value of universal education as a continuing and lifelong process.

Increasingly, today's libraries differ greatly from libraries of the past, not only in content and services, but also in physical layout and atmosphere. Future libraries will differ from those of today. This is so because libraries need to constantly strive to meet the information, recreational and cultural needs of the societies in which they serve.

Nova Scotia's public libraries reach residents in every community, enriching lives and connecting people and regions. Libraries are lifelong learning centres, community meeting places, gateways to information, preservers of cultural heritage and provide opportunities for citizen participation.

The nine regional library systems are strategically placed to deliver service effectively. As governments increasingly embrace a citizen-centred approach to service delivery, libraries provide a valuable network to reach Nova Scotians and are adept at tailoring services to meet changing public expectations, priorities and needs. Providing equitable and free access to information remains the cornerstone of library service.

Libraries house many books; however, they also have a wide variety of other materials that communicate, educate and entertain. These materials include magazines, manuscripts, newspapers, pamphlets, computers and audio/video materials, including compact discs, audio cassettes, talking books and videotapes.

It has been said that knowledge is power but in today's world, information is power. Access to information is essential to personal empowerment and the creation of a knowledge-based economy. People who have no access are barred from opportunity, resulting in a society divided into the information rich and the information poor. Public libraries play a significant role in bridging the digital divide. Information technology skills training programs, public access computers, high speed Internet lines and broadband connections are now core requirements.

THE LIBRARIES ACT

Nova Scotia's Libraries Act, Chapter 254 of the Revised Statutes, 1989 amended 1990, c. 32; 1990, c. 19, ss. 44, 45 (http://www.gov.ns.ca/legislature/legc/) was first passed in 1937. The Act establishes the Provincial Library and places its supervision, and that of the libraries provided for under the Act, under the Minister of Education. It provides for the Provincial Librarian and articulates the duties of this position. It also provides for the establishment and orderly operation of regional public libraries.

Funding arrangements for regional public libraries is set out in the Libraries Act Funding Regulations made under Sections 15 and 16 of the Libraries Act R.S.N.S. 1989, c. 254 O.I.C. 1998-458 (September 16, 1998), N.S. Reg. 70/98 as amended by O.I.C. 2001-347 (July 19, 2001), N.S. Reg. 92/2001 (http://www.gov.ns.ca/just/regulations/regs/libfund.htm).

THE NOVA SCOTIA PROVINCIAL LIBRARY

The Nova Scotia Provincial Library provides leadership in coordinating library services throughout Nova Scotia, promotes library cooperation at national, regional, and provincial levels, and represents Nova Scotia library interests in national, regional, and provincial forums.

Its major activities include:

- providing leadership at provincial and national levels on matters relating to the management and dissemination of information and the provision of high level public library service
- promoting resource sharing among Nova Scotia libraries through development of electronic networks, coordinating projects such as consortia purchasing of on-line products
- developing library standards and maintaining a database of Nova Scotia regional library materials
- providing specialized direct services, such as centralized cataloguing, system support, and professional development materials
- providing expert consultation and training to public libraries and assisting in the promotion of public library services
- providing funding support to regional libraries through grant programs

The Provincial Library is organized into three sections.

THE ADMINISTRATION SECTION:

- administers provincial funding to regional library boards and coordinates the regional library funding review process
- manages the accountability process for regional library boards in the areas of finance and programs
- administers all policies and programs for the Provincial Library and acts as the liaison between the Provincial Library, the Department of Education and other government departments
- provides central administrative support for the Provincial Library

THE TECHNICAL SERVICES SECTION:

- receives, catalogues, and processes materials for eight of the nine regional library systems and maintains a database of the holdings of these libraries
- administers and supports the on-line integrated library system used by eight of the nine regional library systems, Department of Natural Resources, Learning Resources & Technology and houses the Government Libraries Consolidated Catalogue
- provides centralized training, support and consultation services on the integrated library software for member libraries

THE USER SERVICES SECTION:

- provides consultation and training to library staff in areas such as reference and information sources on the web and library public awareness
- maintains the Provincial Library web site that includes links and directories of use to libraries for research and reference services
- coordinates a consortium purchase of subscriptions to full text on-line databases
- conducts research on issues relating to public library services
- coordinates and promotes province-wide public library activities, such as the Summer Reading Program
- publishes documents relating to the Provincial Library mandate
- initiates partnerships with private and public sector organizations which will improve access to information by Nova Scotians

NOVA SCOTIA REGIONAL LIBRARY STRUCTURE

According to the Libraries Act a regional library exists when one or more cities, towns, or municipalities enters into agreement with each other and with the Minister of Education for the establishment and operation of a regional public library. Each regional library board provides centrally administered services across its defined geographic area.

The first regional library in Nova Scotia was established under the Act in 1949. By 1972 a structure of eleven regional libraries covering the whole province was in place. By 1981 all sixty-six municipalities in the province belonged to one of the eleven regional libraries. Due to municipal restructuring in 1995-96 the number of municipalities has changed, as well as the number of regional libraries.

Nova Scotia has nine regional libraries, which are the basic institutions that form the public library system in Nova Scotia. They operate 77 branch libraries and eight mobile branches throughout the province. Each region has geographic boundaries, recognized by a provincial-municipal agreement, contracting authority to engage staff, acquire physical property and develop collections. These established institutions have their own histories and have developed a wide variety of expertise, from literacy programs to innovative delivery services to remote locations and users. Regionally raised funds, municipal taxes and grants from the Nova Scotia Department of Education support the regional libraries.

The nine regional libraries in Nova Scotia in 2004 are:

- Annapolis Valley Regional Library
- Cape Breton Regional Library
- Colchester-East Hants Regional Library
- Cumberland Regional Library
- Eastern Counties Regional Library
- Halifax Regional Library
- Pictou-Antigonish Regional Library
- South Shore Regional Library
- Western Counties Regional Library

GOVERNANCE

The Libraries Act provides the legislative framework for the public library system in the province. Section 10 of the Libraries Act provides for the establishment and composition of regional library boards. The board is established for the "management and operation of the library," and is composed of municipal, provincial, and additional board members as the circumstances require. This is formalized in an agreement for the operation of the regional library board signed by the two major library funding parties - the municipality and the provincial government.

As outlined in section 10(2) of the Libraries Act, one (1) member is appointed by each city, town, and municipality that is part of the regional library, and two (2) members of each regional library board will be appointed by Governor in Council. Additional members may be appointed as agreed upon by the parties involved. These appointees represent geographic areas, qualifications, and skills as well as motivation to develop the library program. Municipal appointees may be citizens at large and/or municipal councillors. Provincial members are appointed based on their qualifications and skills. Special consideration should be given to ensuring equity in the composition of the board.

All members of a regional library board are mandated to build a strong, vibrant organization that achieves the goal of offering the best quality library service possible for the citizens of their community and region.

A regional library board is a governing board. Governing boards are legal entities which have the authority to make policy and govern the affairs of the organization. They DO NOT have direct responsibility for operations and programming. The Board is the decision-making and legal authority of the organization. It implies accountability for the whole, while not being responsible for doing everything.

Governing is different from managing. Library boards are not there to run the library, but to ensure that the library is properly run.

The governing role differs from that of administration, in that governance requires different information. It deals with the long term, rather than the short, and with priorities, rather than details. The nature of governance is proactive and focussed on the future, and on the relation of the organization to the community's development. Unless there is a clear definition of where the governing role ends and the administrative role begins, there will be confusion. It is part of the board's role to define the boundaries of these two jobs.

Ultimately all library trustees are accountable to the people served by the library. The regional library board regularly provides reports to municipal councils and the Provincial Library. Formal reporting mechanisms have been established by the Provincial Library for library board reporting.

ROLES AND RESPONSIBILITIES

Regional Library Boards

Each regional library board is a Body Corporate under the Libraries Act and its powers are outlined in section 11. Library Board members are responsible for managing the business of the board including, but not limited to, the following:

- establishing strategic and operational plans for the regional library
- determining and establishing policies for library board operations
- acquiring and holding of property and assets including all library materials
- ensuring accountability in the expenditure of public funds
- hiring a Chief Librarian/CEO
- attending and actively participating in the decision making process of the board both at board and committee meetings
- continually informing oneself about issues relating to library and information service
- providing leadership in generating funds to support the business of the library
- promoting the library in the community and interpreting the community to the library
- exploring new avenues for future development
- being responsible for the identity, continuity and progress of the library through periods of change of staff or conditions

Qualifications of trustees: Combinations of the following:

- BELIEF in the importance of access to the library materials and of lifelong independent learning for everyone
- KNOWLEDGE of the community and of the library's importance to the economic and educational, recreational and cultural life of the community
- SKILLS in personnel management, public relations, financial and legal matters, strategic and long-term planning and evaluation, communication, fundraising, policy development and interpersonal relations
- EXPERIENCE in providing leadership in community and in working with diverse community groups

A TRUSTEE IS a policy maker, a cultural counsellor, a controller of finance, an employer of personnel and a liaison with the public. Trustees establish the budget; appoint the Chief Librarian; approve the appointment of staff; secure adequate funds from the appropriate sources or find new sources; ensure public relations programs to inform regarding progress or needs; maintain contacts with public relations or private agencies; monitor the operation and evaluate the library to ensure attractive and comfortable conditions; promote library legislation to improve or extend library service; maintain and increase the trustee's knowledge by provision of information resources, seminars, and workshops; and authorize long and short term plans.

The policies may be developed or proposed by the Chief Librarian but the final responsibility rests with the library board. Staff carry out the Board's directives through the Chief Librarian. Trustees do not run libraries - they see that they are properly run; they do not manage, but get them managed.

Being an Effective Trustee means:

- knowing your Board's mission statement, general goals and bylaws, making sure they are up-to-date, relevant and workable
- reading your trustee handbook
- attending Board and Board Committee meetings, arriving prepared, having read minutes and reports that were circulated
- reporting regularly to your municipal council or sponsoring body
- being aware of community and sponsoring bodies' needs by seeking out information
- attending regional and provincial trustee meetings and workshops
- being sure of your stand on issues, including asking questions if the matter is new to you
- being an advocate for public libraries

Chief Librarian

- acts as technical advisor to the board
- recommends policies for Board action
- carries out the policies of the library as adopted by the Board
- hires, supervises and evaluates staff
- suggests and carries out plans for improving/extending the library's service
- prepares regular reports about the library's current program and future needs; cooperates with the Board to plan and carry out the library program
- ensures, along with the Board, an active program of public relations
- prepares an annual budget for the library in consultation with the Board and maintains a current report of expenditures against the budget
- is familiar with applicable local, provincial, and federal laws
- attends all Board meetings, other than parts of those in which her/his own salary or tenure is under discussion or other such issues as the Chair may decide
- serves as Secretary of the Board
- affiliates with provincial, regional and national professional organizations and attends professional meetings and workshops
- makes use of the services and consultants of the Provincial Library when appropriate
- reports regularly to the Library Board, liaises with the officials of the municipal and provincial governments, and communicates to the general public

TRUSTEE RECRUITMENT

Trustees are appointed by municipal councils and the Governor in Council. However, the board can play an active role in recruiting individuals with the necessary interests and expertise, particularly in the case of provincial appointees. Trusteeship requires a range of skills in the areas of policy making, finance, marketing, lobbying and personnel. Familiarity with local and regional needs, sufficient time to attend meetings and do the necessary work, and enthusiasm for libraries are also important qualities.

Some boards have additional members appointed under Section 10 (2) (c) of the Libraries Act. The following is a suggested process for this situation.

Potential trustees should be interviewed. The recruiter(s) should not only supply information about the board and its operations, but also determine the interests, background and aspirations of the candidate with reference to the library and the board's needs, especially if a particular position is being recruited for. Once the board is satisfied that an individual can make a valuable contribution to the governance of the library, it should submit a recommendation to the municipal council.

A recruitment committee, possibly consisting of the chair or vice chair and one or two other members, may be a sub-committee of the personnel committee. The board manual is the most valuable tool for recruitment; a brief summary of the information in it will provide guidelines for interview questions and give the candidate enough information without being overwhelming.

The recruitment committee should inform the candidates of the requirements for board membership, time commitment expected, skills required, kinds of work the board does, and additional expectations, such as attendance at workshops and conferences, reimbursement of expenses and/or honorarium, if any.

ADVOCACY

Advocacy is a major responsibility of a library board. The library is an important resource in the community, but many people do not understand its true nature or complexity. It is the responsibility of the library board to ensure that the community and funding bodies understand the importance and value of the library to the community.

Advocacy and lobbying are the tools used by governing boards to achieve this understanding.

Advocacy is a planned, deliberate, sustained effort to raise awareness of an issue. It's an ongoing process in which support and understanding are built incrementally over an extended period of time and using a wide variety of marketing and public relations tools.

Advocacy is about saying to decision-makers, potential partners, funders, any stakeholder – "Your agenda will be greatly assisted by what we have to offer."

Advocacy will often include the need to lobby. Lobbying involves interaction with decision makers to secure specific objectives at an appropriate point in the legislative, policy making, or budget process. It also requires a thorough knowledge of the priorities, interests, schedule and political clout of the decision-maker and his or her staff.

In promoting a cause, advocacy attempts to favourably influence the attitudes of a group or individual. A library advocate will find out the agenda of a decision-maker, and demonstrate to him or her how some activity or program of the library can advance that agenda. An advocate might take a set of facts that favourably describe the cause and then communicate them in a way that the benefits will be very clear to the decision-maker.

Whatever form of advocacy a board is involved in, it is rooted in the mission statement of the library. Advocacy is a powerful means of drawing attention to the profile of the library within the community. While boards should make advocacy a regular part of their activities, they should also approach the process carefully and methodically to ensure that the attention it attracts is directed toward furthering the board's desired goal.

Advocacy and lobbying are used to:

- promote the library mission within the community
- represent library interests to legislators and funders
- keep track of government legislation
- communicate the implications of upcoming policy and legislation to government officials
- take part in clarifying and resolving library-related issues

As trustees, you are the people to make things happen for your library. You were appointed as trustees because someone thought you had something to contribute to the library. Thus, you already have a good deal of influence. Whenever you speak about the library, you draw attention to it.

- tell your friends that you are a member of the library board and what it involves
- encourage people to use the library
- use your enthusiasm to promote the mission of the library
- remember - the board speaks with only one voice on library issues

The Canadian Library Association has a program "Library Advocacy Now!" Previously available at conferences or workshops, the Library Advocacy Now! training program is now available on-line. The program consists of background material and exercises that will make you understand your own passion for libraries and how better to tell the library story to others. It also has a step-by-step advocacy planning component. Links are provided to other advocacy resources. It can be found at http://www.cla.ca/divisions/capl/advocacy/index.htm

FUNDRAISING

Many libraries across the country are realizing that they must raise funds from outside sources in order to offer enhanced services and programs. Whether the decision is to fundraise for a specific purpose or to establish an ongoing fundraising program, libraries are making the commitment to generate funds beyond the traditional sources. Most libraries that become involved in fundraising are having great success. Many people will give charitable dollars to the library if they know the need is there. Fundraising has been part of the funding formula for Nova Scotia's regional libraries since 1995.

Advocacy becomes part of fundraising. The board must articulate the value of the library to the community and demonstrate how the library provides essential programs and services. It is equally important to identify the discrepancies between available funding and the library's ability to meet the information needs of the community. Marketing and positioning the library are important to the success of fundraising.

Boards must preserve the high level of public trust in libraries. It is important to have appropriate policies and procedures in place to demonstrate accountability for donations and to ensure that the donors are dealt with in a professional way.

There are many benefits to establishing a fundraising program. In addition to the extra funds, a base of donors provides proof of community support. A fundraising program may attract volunteers with special expertise and help create links to different areas of the community and foster community partnerships or create interest with small business and other potential corporate partners. As well, a fundraising program acts as a barometer of how the library is doing with the public, thereby demonstrating the value of the library to the community.

Advance planning is important to the success of a fundraising program, particularly as the library may have very few resources to support the program. Planning will help to ensure that fundraising activities are integrated with the organization's goals and objectives and consistent with the type of programs provided.

Planning for a fundraising program must include the following:

- setting policies and procedures for gift acceptance, investment, and donor recognition
- determining the roles and responsibilities of staff, volunteers, board, and Friends of the Library
- allocating the necessary resources to ensure success
- identifying needs
- prioritizing fundraising goals
- determining methods of raising money from the available options

Many organizations are competing for charitable dollars. Thus, it is important for the board to recognize the importance of a professional approach and ensure that the program is carried out in an appropriate manner. The board must also recognize that even the most passive program will have an impact on the work of staff.

- There are a wide variety of fundraising opportunities of which direct mail campaigns, special events, planned giving, and capital campaigns are only a few.

ASSOCIATIONS

Library Boards Association of Nova Scotia

All trustees of regional library boards are members of the Library Boards Association of Nova Scotia (LBANS). The purpose of LBANS is to promote quality public library service, provide a forum for the exchange of ideas, promote the development of cooperation among all Regional Library Boards within the Province of Nova Scotia, provide a vehicle for the effective representation of the public library system, and advance that system and promote its effectiveness and development with all departments, agencies and institutions that impact on public libraries in the province.

Nova Scotia Library Association

The Nova Scotia Library Association (NSLA) is a non-profit organization comprising people concerned with library services at all levels, in all geographic areas of Nova Scotia. Most members are professional librarians and other professionals working in libraries or related fields. The purpose of the association is to promote and facilitate, through practical means, the exchange of ideas, problems and solutions concerning libraries. NSLA has an active Children's and Young Adult Interest Group and an intellectual Freedom Interest Group.

Atlantic Provinces Library Association

Atlantic Provinces Library Association (APLA) promotes library and information service throughout the Atlantic Provinces, services the interests of all who work in the region's libraries or who have an interest in library services in the region, and cooperates with other library associations on matters of mutual concern.

Canadian Library Trustees Association

Canadian Library Trustees Association (CLTA) is a division of the Canadian Library Association and therefore has the same mission, namely, "To provide leadership in the promotion, development and support of library and information service in Canada for the benefit of Association members, the profession and Canadian society." All provincial library trustee associations have a representative on the CLTA Executive which conducts the business of the association between annual general meetings. In the past, Library Boards Association of Nova Scotia representatives have played important roles in the Canadian Library Trustee Association.

LIBRARY BOARDS ASSOCIATIONS OF NOVA SCOTIA

The Mission of the Library Boards Association of Nova Scotia (LBANS) is to protect, preserve, promote, and support high quality, public library service in Nova Scotia.

Voting membership in LBANS is automatically granted to all Trustees appointed to serve on a regional library board in Nova Scotia and ongoing membership in the Association is contingent upon the member continuing to serve on a regional library board. Regional librarians, the Director of the Nova Scotia Provincial Library, and the Coordinator of User Services at the Provincial Library are non-voting members.

The objectives of the Association are to:

- promote quality, public library service
- provide a forum for the exchange of ideas
- promote the development of cooperation among all regional library boards within Nova Scotia
- provide a vehicle for the effective representation of the public library system
- advocate for the public library system with all departments, agencies, and institutions that impact on public libraries in the province
- guide by way of an Executive Committee, which represents each of the nine regional library boards.

Some activities carried out by LBANS include:

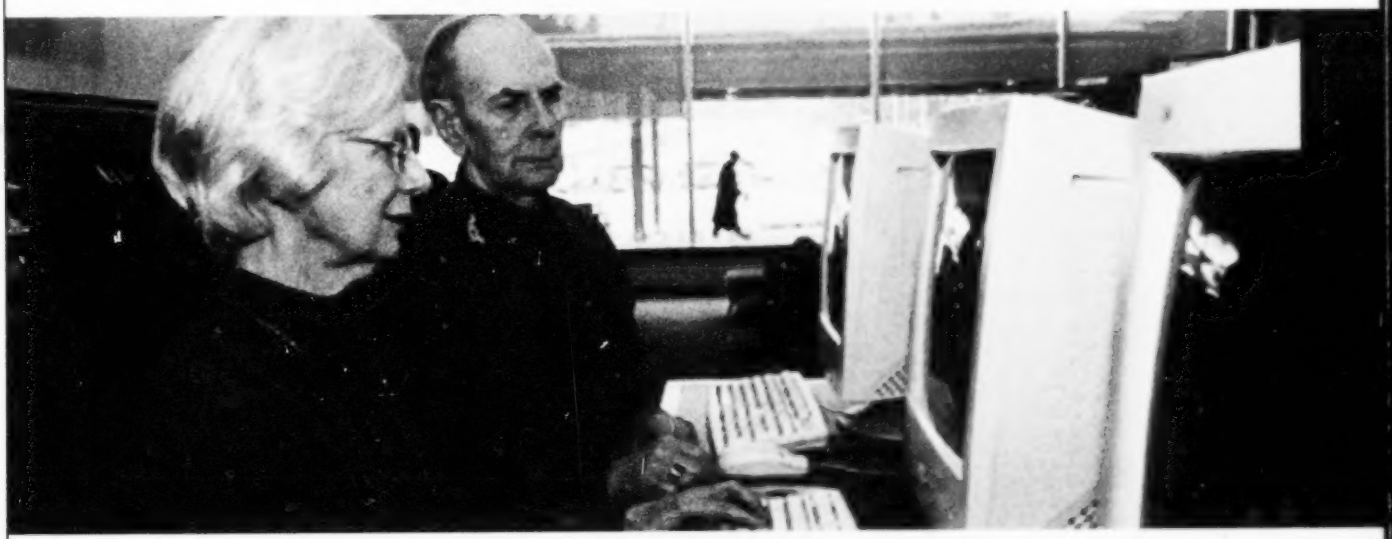
- providing public library trustee training and holding an annual conference
- producing a newsletter to keep members informed of issues and activities
- providing a forum for sharing and discussing public library related issues
- meeting annually with the Minister of Education to address mutual concerns
- participating in the funding review process and the library public awareness group
- liaising with other public library related organizations such as CLTA
- developing a strategic plan
- advocating on issues affecting public libraries
- promoting the importance of public libraries as key players in Nova Scotia communities

More information on LBANS, including its By-laws and Strategic Plan, can be found on the Association's web site **http://www.westerncounties.ca/lbans/**

LBANS HONORARY MEMBERSHIP AWARD

In 1997 the Library Boards Association of Nova Scotia began to acknowledge public library trustees for their distinguished service to public libraries in Nova Scotia. This recognition is expressed in the form of an LBANS Honorary Membership and a plaque.

1997	Maria Cameron	Colchester-East Hants Regional Library Board
1998	Gary Archibald	Western Counties Regional Library Board
1999	Russell Fisher	Cumberland Regional Library Board
2000	Eileen Cameron Henry	Pictou-Antigonish Regional Library Board
2001	Rod MacArthur	Cape Breton Regional Library Board
2002	Alan Wilson	South Shore Regional Library Board
2003	Alistair MacDonald	Pictou-Antigonish Regional Library Board
2004	Jean Melanson	Western Counties Regional Library Board



TRUSTEE HANDBOOK

APPENDICES

CLA Information and Telecommunication Access Principles

(Many Nova Scotia Regional Libraries have adopted the following statement.)

The convergence of computers and high-speed telecommunication networks provides increased opportunity for public access to information and participation in the democratic processes of society. Conversely, access and participation could be reduced through the imposition of user fees and centralized control.

Librarians, libraries, and library organizations will work to assure the 'public good' is represented in all government and corporate initiatives for information dissemination and telecommunications policy. Cooperation with other organizations and public interest groups to protect social interests will strengthen the efforts of the library community.

All people have the right to:

Literacy - The opportunity to learn to read and write is fundamental for all people. Literacy is an important requirement for participating in the economic, social, cultural and political life of the country. Everyone should have the opportunity to acquire the necessary skills to find and use information.

Universal, Equitable and Affordable Access - Access to basic information and telecommunication network services should be available and affordable to all, regardless of age, religion, ability, gender, sexual orientation, social and political views or national origin, and be developed through encouraging non-profit organizations and community groups to provide information and opinions and by preventing information monopolies. Opportunities should be created for broad public participation in the determination of information and telecommunication policy.

Communicate - Individuals have the right to create, exchange and receive the widest range of ideas, information and images. Individuals should have the right to choose what information they receive and what they do not receive, and what information to give and not give, including that which others may find objectionable.

Public Space on Telecommunication Networks - Government information is fundamental to participation in the democratic process and should therefore be accessible in a current, timely, accurate and comprehensive manner. Access to government information should be guaranteed through active programs of dissemination. The opportunity to communicate electronically with government representatives is a vital extension of democracy. Government policies should encourage and support the archiving of information in support of collective human memory. Government policies should encourage and support the development of community information networks, such as Freenets. Government should provide resources for libraries and other community organizations to make electronic access to information available and to provide training to the public in the use of such technology. Individuals have the right to know the positive and negative personal and social consequences of the introduction of information technology. Individuals have the right to a safe, ergonomically-sound environment and appropriate training or re-training when new technologies are introduced. Social policies accompanying the introduction of new and more efficient information technologies must emphasize benefits to the whole population, such as greater leisure time and shorter work weeks rather than narrow economic interests.

Privacy - Privacy of personal information should be protected and extended. Personal data collected should be limited to the minimum necessary and only after the prior written approval of the individual affected. Personal information collected for one purpose cannot be traded or sold without the express written approval of the individual affected. Individuals should have the right to examine personal information collected by government and corporations and have mistakes corrected at no charge.

Approved by CLA Council - June 18, 1994

CLA Statement on Internet Access

(Many Nova Scotia Regional Libraries have adopted the following statement.)

This statement is intended to be considered in tandem with both the CLA Statement on Intellectual Freedom (1985) and the CLA Statement on Information and Telecommunication Access Principles (1994). The principles enunciated in those statements apply to issues of intellectual freedom and public access to the Internet in libraries and provide guidance in this area.

In addition, CLA encourages libraries:

- To offer Internet access with the fewest possible restrictions,
- To familiarize themselves, their governing bodies and their communities with the legal issues surrounding the provision of Internet access and to integrate such legal reference points into their access policies,
- To incorporate Internet use principles into overall policies on access to library resources, including time, place, and manner restrictions on Internet use, and user behaviour policies and to publicize these policies widely and post them prominently in library facilities and on electronic media,
- To safeguard the long-standing relationship of trust between libraries and children, their parents and guardians, in developing Internet use policies and practices, acknowledging the rights and responsibilities of parents and guardians,
- To create library web pages consistent with resource priorities that point to appropriately reviewed sites both for general use and for use by children,
- To educate their publics about intellectual freedom principles and the shared responsibility of public and school libraries, parents, and guardians in facilitating access to resources in various forms of media, including the Internet, and
- To assume active leadership in community awareness of, and dialogue on, the issues inherent in the informed use of this essential, yet non-selective and unregulated medium in libraries.

Approved by Executive Council ~ November 8, 1997; Revised February 2000

Nova Scotia Policy on Public Access to the Internet

(Each Nova Scotia Regional Library has developed a policy based on this statement.)

POLICY STATEMENT

The aim of the regional library board is to provide Internet access to the general public in regional libraries. The purpose is to provide access to unique resources and information to facilitate communication between individuals and groups in the community. Access is provided to individuals on the condition that the user complies with the terms of this Agreement.

THE INTERNET

The Internet is an electronic highway connecting thousands of computers and millions of individual subscribers all over the world. The Internet allows you to access and use information sources from distant computers, to communicate and share information with individuals or groups, and to significantly expand your knowledge base.

(Each Nova Scotia Regional Library has developed a policy based on this statement.)

PRIVILEGE

Using the Internet at the public library, is a privilege, not a right. The Internet user is responsible for their actions and activity. Unacceptable use of the network may result in revocation of the privilege.

ACCEPTABLE USE

Examples of unacceptable use include engaging in any illegal activity or unauthorized acts, such as:

- violating copyright or contractual obligations
- degrading or disrupting equipment or system performance
- vandalizing the data of another user
- wastefully using finite resources
- gaining unauthorized access to resources or entities
- invading the privacy of individuals
- posting personal communications without the author's consent
- posting anonymous messages or engaging in harassment on the Internet

WARNING

The user must understand that the Internet is also used to support library collections, programs and services. The rules and policies for access will change from time to time. The Library does not have control of the information on the Internet, nor does it provide any barriers, except due to limited resources, to users accessing the full range of information available. Some sites on the Internet may contain material which is illegal, defamatory, inaccurate or potentially offensive to some minors or adults. Potentially offensive materials may include harassing, pornographic, obscene, racist, sexually explicit or threatening material. The Library's intent is to make Internet access available to support learning. The Library makes no warranties respecting the Internet service. The Library is not responsible for any damages for which a user might suffer for any reason or in any way, relating to accessing the Internet.

PRIVACY

The Library will take reasonable efforts to protect the privacy of every user, but this privacy cannot be guaranteed. The circumstances when the usage information may be collected and reviewed, or usage suspended by the Site are as follows:

- as required by law
- as a part of system maintenance activities
- if improper or illegal use is believed
- with permission of the account holder
- a privacy statement and outline of circumstances when the account holder's privileges could be suspended

CLA Code of Ethics

(Library Staff are encouraged to adopt the following Code of Ethics.)

Members of the Canadian Library Association have the individual and collective responsibility to:

- support and implement the principles and practices embodied in the current Canadian Library Association Statement on Intellectual freedom
- make every effort to promote and maintain the highest possible range and standards of library service to all segments of Canadian society
- facilitate access to any or all sources of information which may be of assistance to library users
- protect the privacy and dignity of library users and staff

Adopted by the Canadian Library Association, June 1976

CLA Position Statement on Corporate Sponsorship Agreements

Libraries enrich lives, provide information needed for work and daily living, and foster informed communities which are essential to a democratic society. In recognition of this important function, communities support libraries through public funding. The library's first priority is to ensure continuation and growth of this primary relationship - public funding for the public good.

CLA encourages and supports advocacy to maintain and develop public funding as the principal source of support for public, school, academic and government libraries.

Publicly funded libraries can and do explore other sources of funding, such as grants, gifts, donations, partnerships and sponsorships, to ensure that they provide the best possible services to their communities. Corporate sponsorships are one source of additional support that allows libraries to enhance the level, extend the range, or improve the quality of library service.

To ensure that partnerships enhance the library's image and add value to library services, libraries need to develop policies and sponsorship agreements that outline the conditions and the benefits of the sponsorship agreements.

CLA believes that the following principles are important in developing sponsorship policies and agreements. Libraries have a responsibility to:

- demonstrate that sponsors further the library's mission, goals, objectives and priorities, but do not drive the library's agenda or priorities
- safeguard equity of access to library services and not allow sponsorship agreements to give unfair advantage to, or cause discrimination against, sectors of the community
- protect the principle of intellectual freedom and not permit sponsors to influence the selection of collections, or staff advice and recommendations about library materials, nor require endorsement of products or services

- ensure the confidentiality of user records by not selling or providing access to library records
- be sensitive to the local political and social climate and select partners who will enhance the library's image in the community

Nova Scotia Regional Libraries Provincial Sponsorship Policy

The Library Public Awareness Group (LPA), representing Nova Scotia regional libraries, actively solicits funding/in kind contributions. The LPA Group encourages the business community, service clubs and other organizations to become sponsors of those province-wide library events, promotions, or products which it has developed.

Sponsorship is defined as a mutually beneficial exchange, whereby the sponsor receives the benefit of reciprocal value in return for providing cash and/or products and services in kind to the province-wide library event.

Sponsor Acceptance:

- the LPA group may refuse any sponsorship opportunity which is not appropriate or is unsuitable to the objectives of the Nova Scotia regional libraries
- the LPA group will consider only sponsorship opportunities with companies whose products and practices are without discrimination and are not deemed hazardous to the health of the community
- the value of a sponsorship agreement will be determined by the cost of advertising and/or coordinating a specific event, promotion, or product. The Provincial Librarian will make the final decision regarding acceptance of sponsorship.

Conditions of Sponsorship:

- the sponsor may not influence the mandate or operations such as library activities, material selection or purchasing of Nova Scotia regional libraries
- where a sponsorship agreement limits the libraries' ability to enter into other sponsorships, the parameters of such an agreement shall clearly define the nature and extent of the exclusivity, and the time frame over which the exclusivity is to be granted
- any public use of the name Nova Scotia Regional Libraries must be approved by the LPA group
- details of each project will conform to the LPA Sponsorship Guidelines

Sponsor Recognition:

Sponsors shall be provided with a level of recognition commensurate with their contribution. Recognition shall be in conjunction with, but not limited to, the programs or services which are supported by the sponsor.

Approved by the Council of Regional Librarians - May 17, 1999

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